Texas Permitting & Routing Optimization System
Summary of 2012 Customer User Survey Results

A Report Prepared by
Texas Department of Motor Vehicles
Motor Carrier Division

Tx PROS

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Texas Department *of* Motor Vehicles

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Section 1 – Overview

The TxDMV Motor Carrier Division (MCD) launched the Texas Permitting & Routing Optimization System (TxPROS) on Aug. 29, 2011. This survey of customers was conducted nine months post implementation. TxPROS is a GIS-based mapping system that provides real-time restriction management. It allows for automated routing and permitting of oversize and overweight loads in Texas. The purpose of the survey is to collect input from customers on the system features and products, their likes, dislikes and suggestions.

The survey link was posted to the MCD Facebook and Twitter pages, TxPROS customer dashboards and the TxDMV website. Survey information and the survey link were distributed via email to motor carrier associations and to motor carriers that have received a permit from TxPROS since Aug. 29. The survey was open to responses from May 23, 2012, through June 15, 2012. MCD had 665 customers respond partially or in full to the survey.

Section 2 – Summary of Survey Results

The following multiple choice and open-ended questions were asked of respondents.

1. How long have you been ordering oversize/overweight permits from the TxDMV Motor Carrier Division (formerly TxDOT Motor Carrier Division)?
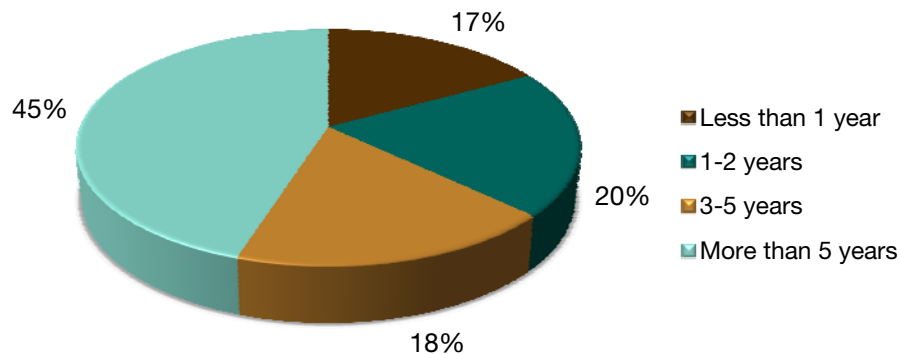
2. Approximately how many times have you logged in to TxPROS (using your login and password) since its implementation on August 29?
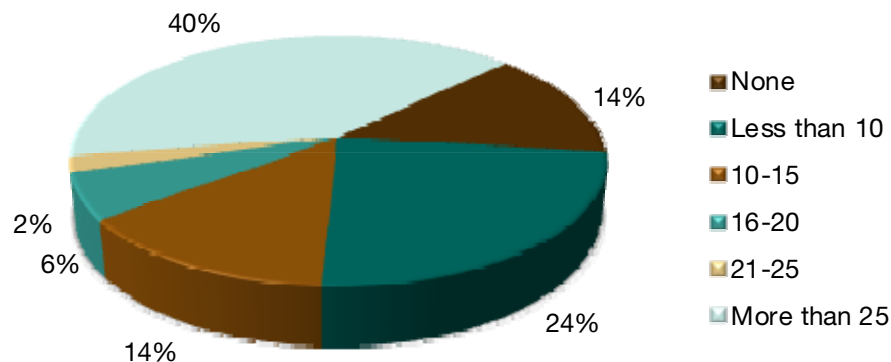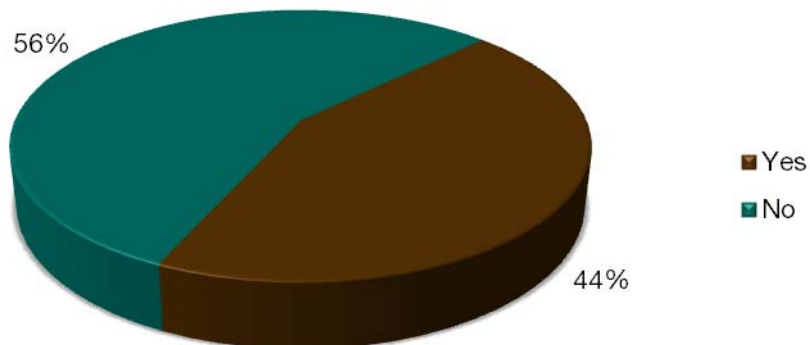

The following two questions were only available to answer if the respondent selected "none" to the question above. If a different response was selected, skip logic was used in the survey engine.

*2a. Please tell us why and how you are ordering/receiving your permits.*

| Summary of (87) responses: |
| --- |
| • I order permits by phone/fax. |
| • I am a new customer/one time permit customer. |
| • Permit type cannot be ordered online. |
| • I use a permit service. |
| • I didn't know about TxPROS. |
| • I don't have a login/forgot my login information. |
| • Technical issues using TxPROS. |
| • Prefer to speak with MCD staff. |
| • Website is not user friendly. |
| • Phone is simpler and faster for me. |
| • I am never at my computer to order. |
| • I haven't figured out how to use it yet. |

2b. Would you like help from MCD to get started with ordering your permits through TxPROS?

56%
44%
■ Yes
■ No

3. What tools have you used to learn how to use TxPROS? (Check all that apply.)
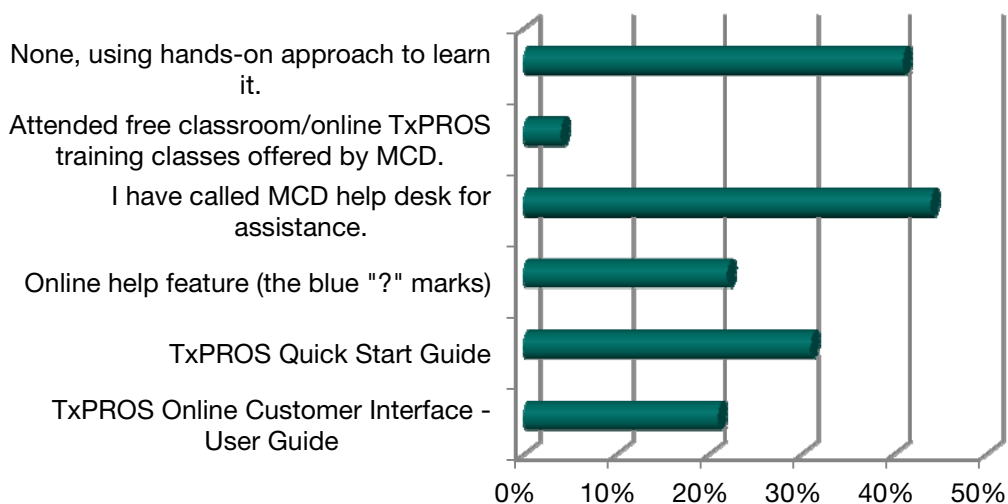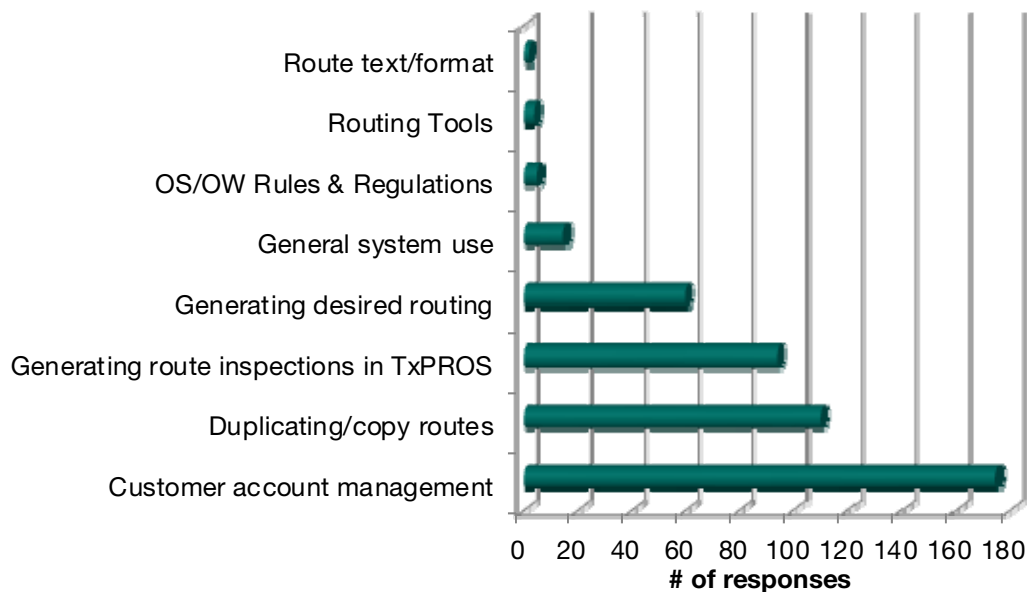
4. Do you feel like you could benefit from or do you want to attend training offered by MCD?
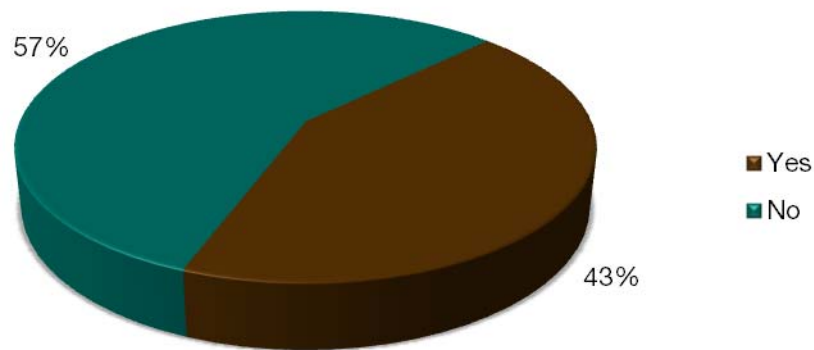
- Yes 43%
- No 57%

The following question was only available to answer if the individual taking the survey selected "yes" to the question above. If "no" was selected, skip logic was used in the survey engine.

4a. For which topics?

Categories (top to bottom):
- Route text/format
- Routing Tools
- OS/OW Rules & Regulations
- General system use
- Generating desired routing
- Generating route inspections in TxPROS
- Duplicating/copy routes
- Customer account management

X-axis: # of responses (0, 20, 40, 60, 80, 100, 120, 140, 160, 180)

5. Rate your experiences with TxPROS ordering, printing permits and MCD's customer service.

It was easy to follow the instructions to login to TxPROS the first time.
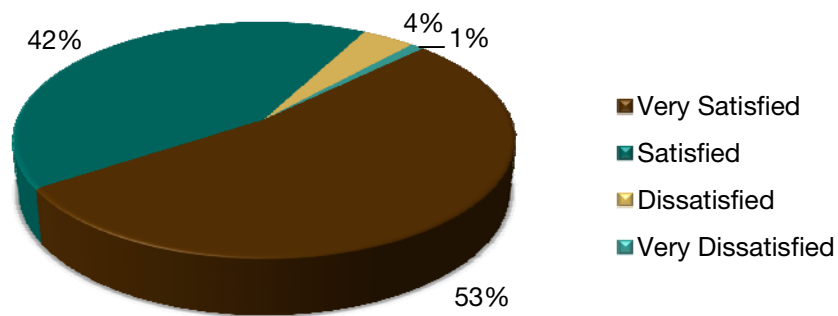
- Very Satisfied 53%
- Satisfied 42%
- Dissatisfied 4%
- Very Dissatisfied 1%

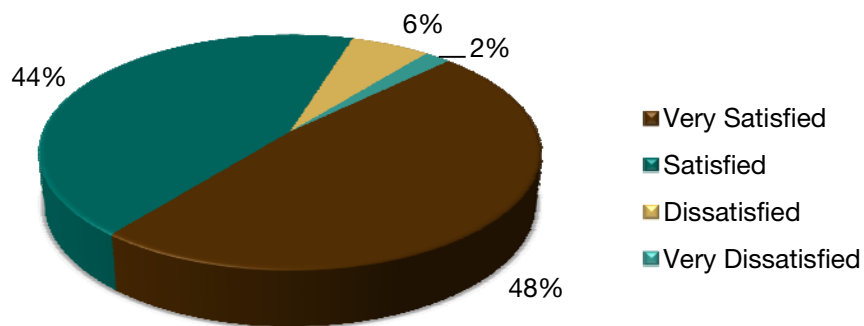*The process for using TxPROS to order/self-issue permits online is straightforward and easy to follow.*

6%
2%
44%
48%

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

The TxPROS Online Customer Interface - User Guide is helpful.

5%
2%
58%
35%

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

The permit PDF form I received was clear and easy to understand.

37%
3% 2%
58%

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

The TxPROS routes are easy to understand.

15%

6%

34%

45%

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

I can easily navigate my route using the final online route map.

15%

4%

36%

45%

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

MCD employees were knowledgeable about TxPROS and able to answer my questions.

36%

2% 1%

61%

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
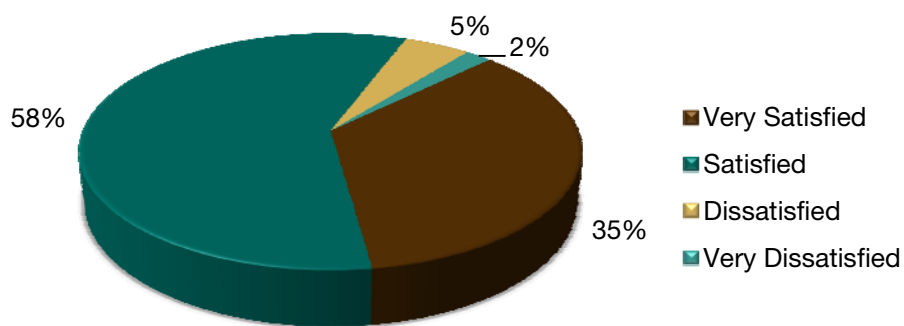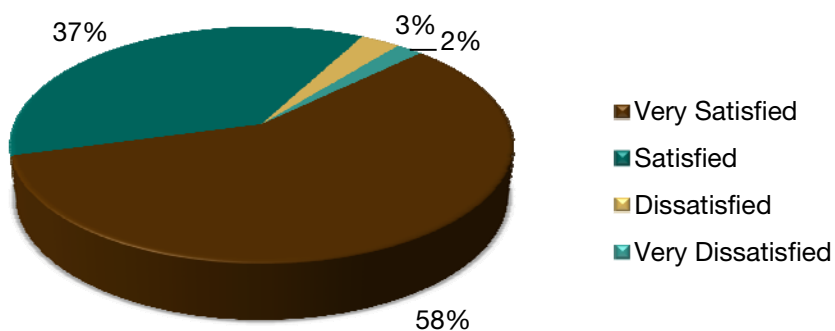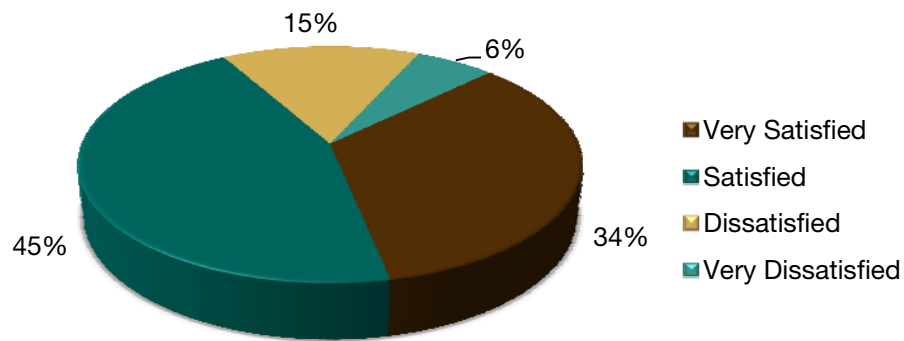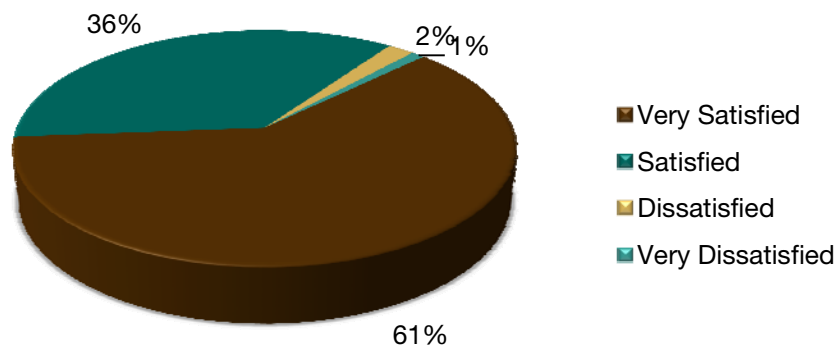
My communications with the MCD were received and answered in a timely manner.

- 37%
- 3% 1%
- 59%

Legend:
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
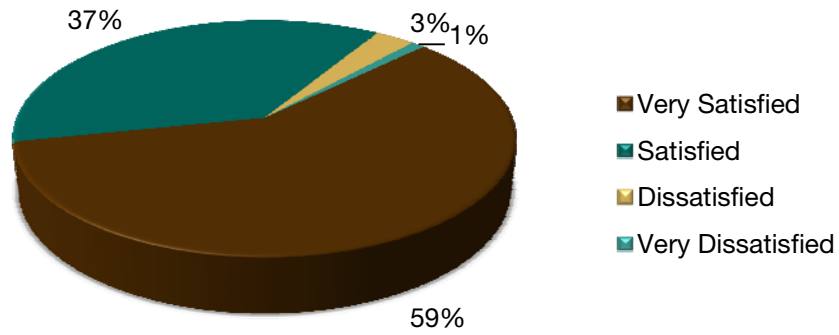
6. I use the following route format(s) provided on my permit:

- 63%
- 23%
- 14%

Legend:
- Turn-by-turn directions
- Abbreviated route
- Both
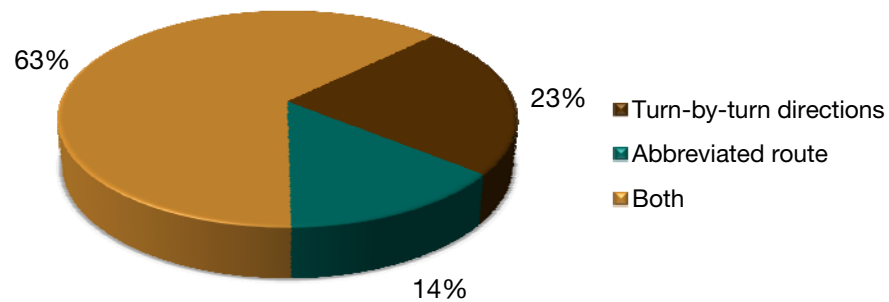
7. Do you use the online route map to view your permit route in more detail?

- 25%
- 75%

Legend:
- Yes
- No
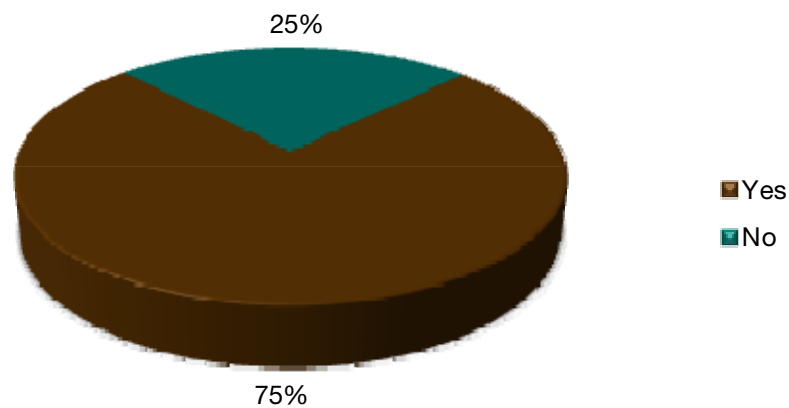
8. Are you satisfied with the routes you receive from TxPROS?
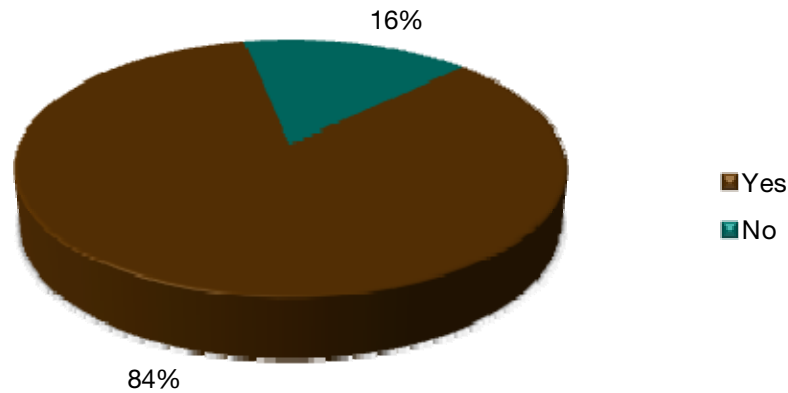
16%

84%

- Yes
- No

The following question was only available to answer if the individual taking the survey selected "no" to the question above. If "yes" was selected, skip logic was used in the survey engine.

8a. What can be improved?

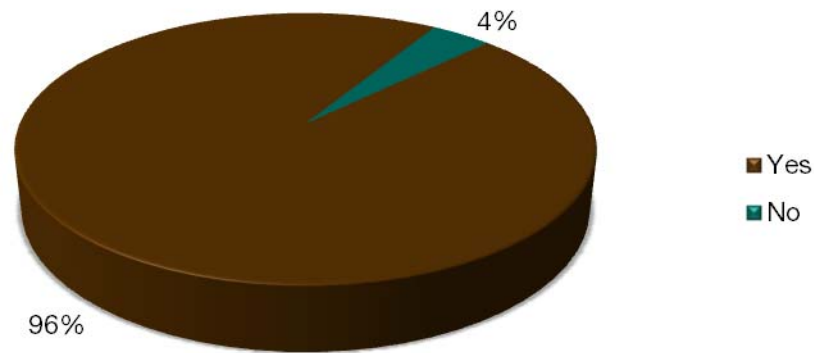| Summary of (81) responses: |
|---|
| **Routing Engine** |
| • Routes not direct/too long |
| • Shortest route not always best |
| • Routes through too many cities/residential areas |
| • Cannot get desired route |
| • Inconsistent routes |
| • Not enough self-routing options |
| • Structure/turn issues – routes not appropriate for load size |
| • Addresses for origin/destination never found |
| • Reason desired route denied is not given |
| • Routes on roads we don't want to travel |
| • Intersections not located |
| • Lat/long is too slow/doesn't work |
| • Automated route not appropriate for all size loads |
| • Local roads missing from system |
| • Need more details on exits |
| • Need route options to select from |
| • Doesn't consider time of day I will travel |
| • Roads appear in wrong part of state in route |
| • Routes use actual directions not signed directions |
| **Printed Routes** |
| • Turn-by-turn directions are difficult to understand |
| • Origin/destination cities not listed on permit |
| • Abbreviated route is too abbreviated |
| • Need larger font for printed routes |
| **Other** |
| • Can't batch doublewide MH permits |
| • No permit specialist name on permit |
| • My permits do not require routes. |
| • N/A – response not applicable to question |

9. Have you found TxPROS to be beneficial to you and your business? (Please explain your answer)

"Yes" explanations summary:	"No" explanations summary:
General/System Use	**General/System Use**
• MCD customer service is good	• Too difficult to use
• All is beneficial	• Too time consuming
• Site is helpful	• Doesn't work on our computers
• Quick/Saves time/Receive permits fast	• Prefer to call in and order my permits
• Best/Easiest/Quickest in country	• Same as before we can just pick our routes now
• Easy/User friendly	**Route Related**
Route Related	• Route approvals too time consuming
• View route restriction info	• Doesn't find my locations
• Automated route	• Cannot get desired route
• My control over route	
• Copy/Save routes	
• Route map	
• Turn-by-turn directions	
• Route information	
• Accurate routes	
Ordering Permits	
• Ability to self-issue permits	
• Online access 24/7	
• No longer need middle man/wire service	
• Order Western Regional Permits online	
Customer Account Management	
• Storing equipment inventory	
• Customer dashboard	

10. What features do you find…

Most beneficial? Summary of (297) responses:	Most difficult? Summary of (277) responses:
Routing • Ability to add via points • Bid routes • Origin/destination setting options • Ability to use lat/long for locations • Online map • Detailed routes • Automated routing • Turn-by-turn directions **Ordering Permits** • Copying permits • Convenience - Online access 24/7 • Ability to pay online • Instant permit print-out • Ordering rig moves as one application • It to self-serve/self-issue permits. **Customer Dashboard** • Ability to track my permits • Help features • Stores permit information **Customer Account Management** • Customer account management tools • Ability to save yard information • Ability to store equipment inventory **Other** • Everything • Easy to use • Fast permit turnaround	**Routing** • Getting system to recognize an address • Routing • Online map • Origin/destination setting options • Route approvals • Route descriptions/abbreviations • Getting my desired route • Finding small FM or county roads • Changing a route • Trying to get same routes on multiple moves **System Use** • Getting signed on • Difficult to maneuver • Website logs me out **Ordering Permits** • Cancelling a permit in queue before it is issued • Route inspection feature – I put it in and permit specialist can't see it. And, I have to wait for an approval every time I use it even though it has already been approved by MCD. • Entering weight information • Payment process • Trailer length and load length • No self-issue option for mileage permits **Customer Dashboard** • Understanding the queues **Customer Account Management** • Changing account information **Other** • Reporting • Font is too small on the print-out • All of it • No permit specialist name on permit for me to contact if I have questions • Uploading documents • There is nothing difficult. • Easy – easier than other states

11. Are you using the customer account self-management tools (add/edit/delete contact information, users, yards, vehicle inventory, company reports, etc.)?
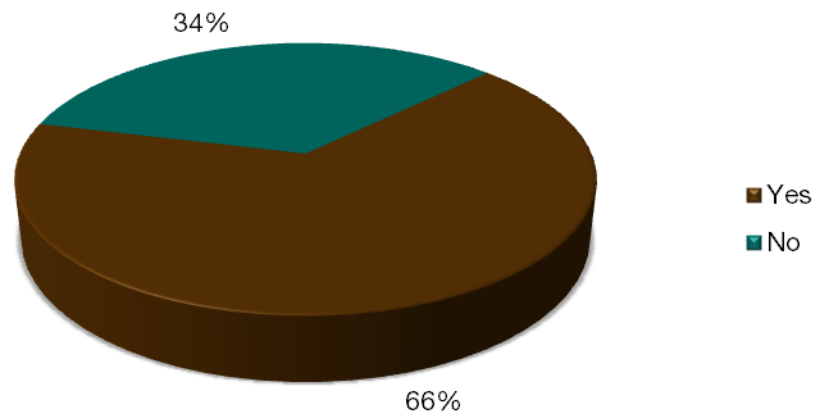
34%

66%

Yes
No

The following question was only available to answer if the individual taking the survey selected "no" to the question above. If "yes" was selected, skip logic was used in the survey engine.

11a. Why not?

Summary of (112) responses:
• Have not had time to look at it.
• Didn't know about it.
• No need for it.
• Not my job/Not administrator for company account.
• I only get one permit per year.
• I only have one truck.
• I don't know how to use it.
• I need training.
• I don't need any reports.
• I only use the equipment inventory.
• I call in my permits.

12. What additional features would you find useful?

Summary of (162) responses:

Help Features
- A key to highway abbreviations.
- Instructions on entering address so system will find it.
- A chart to help determine axle weight distributions.
- Flash a warning if a permit has been ordered for the same unit on the same day.*
- A printable guide for using the system.*

Routing Features
- Routing on city streets/county roads.
- Printable map of route.
- Ability to batch manufactured housing permits.
- Easier way to use via points.
- Counties color coded and named.
- Satellite view option of route.
- Multi-state permitting.*
- More control of the route.
- Ability to drag the route.
- A "return" trip button to issue a permit for the same load/equip for reverse route.
- A more detailed map.
- Offer multiple routes to select from.
- When address/intersection is "not found" or misspelled, offer suggested names.
- Simpler directions.

Reporting Features
- Ability to search for permits by load description.

Customer Account Management Features
- Ability to save load data.
- Store credit card numbers.
- Ability to save axle spacing/weight information with equipment inventory.

Other
- Ability to request amendments through system.
- Extended hours.
- Live chat.
- Put the truck number on the permit.
- Get rid of the cover sheets.
- Everything is perfect.
- Quicker credit card authorization.
- App for Smartphones.
- Recap of size/weights on the route screen.*
- A height restrictions map.
- An email/notification that my check has been received and I can move forward with my permit application.
- Ability for permit services to look up account numbers.
- Update the route data. Our oil field locations can be found on Google maps but not in TxPROS.

These features are currently available in TxPROS.

13. In your experiences, how often does TxPROS freeze or crash?

- Not at all
- Slightly often
- Moderately often
- Very often

29% | 4% | 1% | 66%
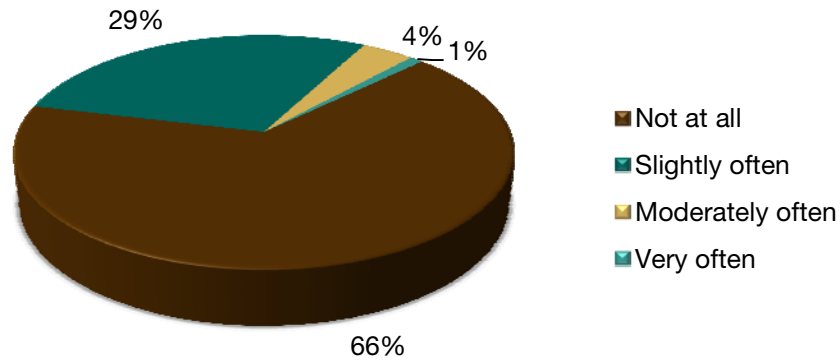
14. How does TxPROS compare to permitting systems used by other states?

- Outperforms
- Equal in performance
- Under-performs
- I have not used systems of other states.

36% | 4% | 22% | 38%
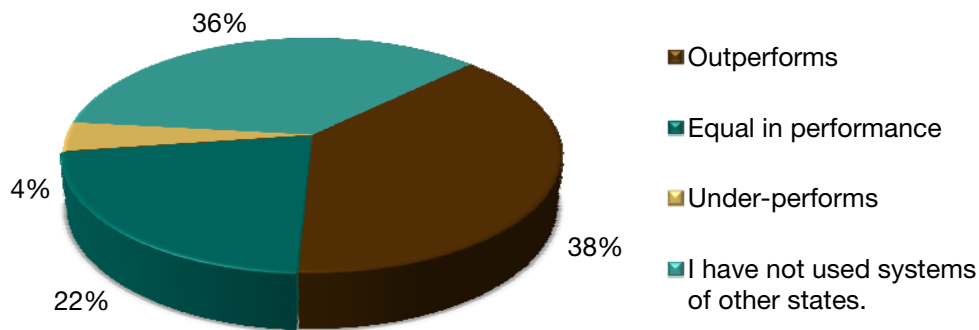
15. One thing I <u>like</u> about TxPROS is:

Summary of (288) responses:
• Permit turnaround time.
• Self-issue permits.
• Easy/user friendly.
• Automated routing.
• Online access 24/7.
• I like it all.
• Route mileage provided.
• It was designed for the industry.
• Route accuracy.
• Ability to group permits (rig moves).
• Setting via points.
• Ability to print permits immediately.
• Payment options.
• Duplicating/copying permits.
• Ability to view my previous permits.
• MCD's professional customer service and help with system.
• Quickness.
• Easy to navigate.
• Lat/long options for job sites without addresses.

16. One thing I <u>dislike</u> about TxPROS is:

Summary of (243) responses:

General System Use
- I don't know all the shortcuts.
- It is hard to login.
- Too many pages/questions to navigate through.
- Using the mouse to move between fields.

Routing
- No drag route option available.
- "Save trips" doesn't work.*
- Addresses not found.
- Computer picks the route for you.
- Online map is slow and difficult to navigate.
- Routes on two lane roads.
- Setting the origin/destination locations is difficult.
- Route abbreviations.
- It won't route on toll roads.
- No reason is given when system cannot generate a route.
- Online map is not very detailed.
- Waiting for route approvals when exceed self-issue parameters.
- Routing is difficult to understand.

Ordering Permits
- I don't have a way to change truck information once it is entered.*
- Cannot review all information on one page before purchasing the permit.
- When doing multiple transactions I have to enter my credit card for each one.
- Entering weight information.
- Unable to batch manufactured home permits.
- Inability to renew my hubometer permits online.
- I have to re-enter my email address every time I order a permit.*
- Dealing with permit specialist when a route requires approval.

Customer Account Management
- Trying to change account information.

Customer Dashboard
- Pending queue is unreliable.

Other
- Unable to self-amend permits/request amendments online.
- I like everything/there is nothing I dislike.
- Not able to access with smartphone or tablet.
- Font is too small on printed permits.
- Inability to know where restrictions are.
- Too much information given on the permit.
- Compared to other states, there is nothing I dislike.
- Hours do not accommodate the oil industry.

* The capabilities to change truck information, save an email address and save trips are currently available in TxPROS.

17. What could we do to make TxPROS better?

Summary of (173) responses:
General System Use
• Make it more "user friendly."
Routing
• Make it easier to put in addresses and cities.
• Fix it so it can find addresses.
• More detailed directions.
• Keep it updated with new roads.
• Add drag route capabilities.
• Allow me to save my trips.*
• Add ability to select location on the map.*
• Let us put in the route we want.
• Print out map with permit.
• Make via points easier to work with.
• Simplify the routes so they are easier to read.
• Allow route selection from a few choices.
• Online map needs to have more information on rural areas.
• Better routes for long loads.
• Allow permits on toll roads.
Ordering Permits
• Speed up permit approval/ faster processing for permits that go to the queue.
• Add multi-state permitting.*
• Immediate issue of single-trip permits and temporary registrations.
• Make counties screen bigger and tally number of counties as selected.
• Allow ordering and renewal of hub permits online.
• Make it accept trunnions and more non-typical configurations.*
Customer Account Management
• Store credit card information.
• Trailer inventory with axle information.
• Save load data (height, weights, etc.).
• Create an administrator account that allows us to add users for our company.*
Searches & Reporting
• Reports based on permits ordered by specific yards and users.
• Improve the search function.
Printed Permits
• Larger font on printed permits.
• Add page numbers to the printed permits.*
Help Features
• System warning to prevent ordering duplicate permits.*
• Add a guide to maximum axle weights.
Other
• Make it work with all internet systems/browsers.
• Works well now!
• Improve the super heavy process; should be a specific route in/out of Houston.
• Let the public know this is available.
• Allow amendment requests online.
• Make it compatible with smartphones and tablets.
• Continue as is – very efficient.
• Make it available in Spanish.

* These features and functions are currently available in TxPROS.

18. Using a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with TxPROS?

1	2	3	4	5	6	7	8	9	10
Very Dissatisfied									Very Satisfied
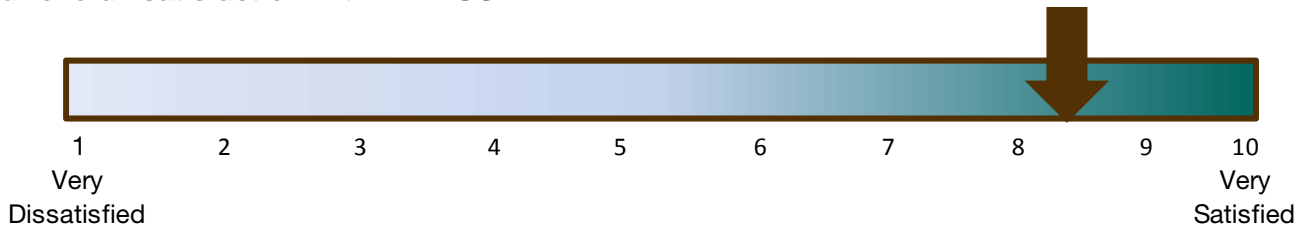
**19. TxPROS Comments and/or Suggestions:**

Summary of comments and suggestions:
• This is a great thing Texas did for the oil field industry.
• Would like to receive an email confirmation when credit card charges are submitted to help reconcile my monthly expenses.
• When I can't get the system to find my intersection, after 20 attempts, I just select the closest one.
• Keep up the good work.
• All in all it beats the heck outta doing it over the phone.
• It takes too much time to input the information so I just call in.
• I think overall Texas has done an excellent job creating a very user friendly system.
• I really like that I can complete a permit request so quickly and easily.
• System is light-years better than the old system.
• Great site, easy to navigate.
• I appreciated your assistance when it was required.
• Turn-by-turn directions are confusing to my drivers and escorts.
• Keep it up.
• The system is great. Thank you, and keep up the good work.
• Much better than faxing or calling. Thanks!
• Speed up western regional permits.
• Make permits valid for more than 2 days.
• Coordinate routing with local police to help prevent us driving out of the way.
• Some issues locating intersections.
• Can you send your ideas to the other states!!!
• Change the procedure in which you can amend a permit without being penalized.
• The help desk is right on top of everything.
• Add a "Have Toll Tags on this Unit" button.
• Give consistent routes.
• Don't change my ending address just because it would require district approval.
• Tell the state to do less construction in the same area at the same time. It makes it too difficult if not impossible to move equipment. Particularly around the Gonzales, TX area.
• Add drag and drop routes like in Google maps.
• Very helpful people when calling.
• Try to sell your program to other states. Really…
• Once a permit is issued, allow view or printing of lat/long to be used for other permits.
• Make the curfew sheet an option.
• Y'all are doing a great job and the folks working the help desk are GREAT!!!!
• You guys rock!!
• There should be a 30 minute window to call in and fix/amend/cancel permits like AR has.
• The system is great and less time consuming when ordering permits.
• Overall it is a great system! I am very pleased!
• Allow permit services to look up customer account numbers.

Section 3 – Comparing 2012 with 2011 Survey Results

Nine questions from the 2012 TxPROS Survey were identical to questions asked in the 2011 TxPROS Survey.

The first question asked the respondent if they have found TxPROS to be beneficial to them and their business, yes or no.
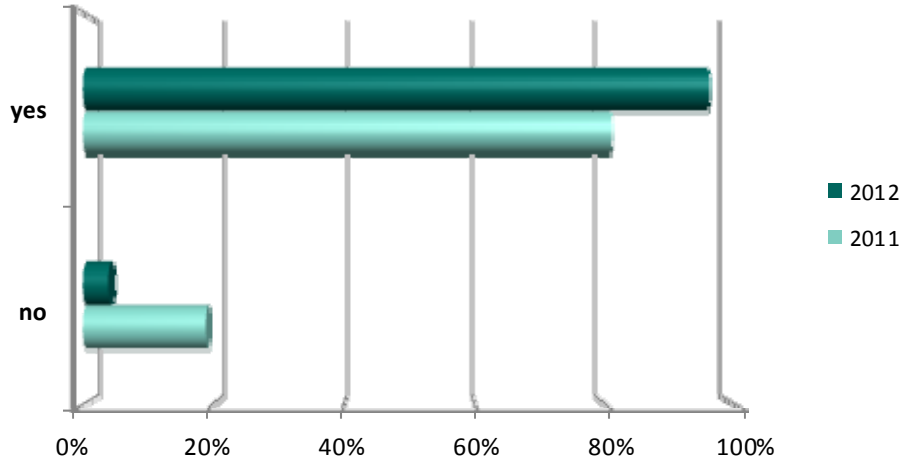
The remaining eight asked respondents to rate their level of satisfaction (very satisfied, satisfied, dissatisfied, or very dissatisfied) with eight factors, which were:

1. It was easy to follow the instructions to log in to TxPROS the first time.
2. The process for using TxPROS to order/self-issue permits online is straightforward and easy to follow.
3. The TxPROS Online Customer Interface – User Guide is helpful.
4. The permit PDF form I received was clear and easy to understand.
5. The TxPROS routes are easy to understand.
6. I can easily navigate my route using the final online route map.
7. MCD employees were knowledgeable about TxPROS and able to answer my questions.
8. My communications with MCD were received and answered in a timely manner.

The following chart depicts the survey responses as percentages with regards to numerical ratings (1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Satisfied, 4 = Very Satisfied).

	Factor 1			Factor 2			Factor 3			Factor 4			Factor 5			Factor 6			Factor 7			Factor 8	
	2011	2012		2011	2012		2011	2012		2011	2012		2011	2012		2011	2012		2011	2012		2011	2012
4	49%	53%	4	40%	48%	4	27%	35%	4	40%	58%	4	25%	34%	4	29%	36%	4	46%	61%	4	47%	59%
3	36%	42%	3	38%	44%	3	51%	59%	3	39%	37%	3	39%	45%	3	37%	45%	3	40%	36%	3	34%	37%
2	9%	4%	2	15%	6%	2	13%	5%	2	8%	3%	2	17%	15%	2	20%	15%	2	9%	2%	2	11%	3%
1	6%	1%	1	7%	2%	1	9%	1%	1	13%	2%	1	19%	6%	1	14%	4%	1	5%	1%	1	8%	1%

In comparing the results for 2011 and 2012 surveys, the combined percentages in the 2012 very satisfied and satisfied categories (3 and 4) have increased significantly, while dissatisfied and very dissatisfied categories (1 and 2) experienced equally significant decreases.

The significant increase in satisfaction could be due to increased familiarity with TxPROS features and functionality since its launch nine months prior to the latest survey. The 2011 survey was opened for response only one month post-launch.

Section 4 - Recommendations for TxPROS and MCD Based on Survey Results

Overall, the results of the survey were very positive. MCD is pleased to see that TxPROS is continuing to fulfill the needs of our customers. Customers are very pleased with the system's ease of use and with permit turnaround time.

The survey indicates that the time to handle route approvals and other manual processes now stands-out as a negative compared to permit turnaround time even though it is significantly faster than pre-TxPROS handling times. The survey also shows that the slight learning curve identified on the 2011 survey is still an issue; for example, participants suggested we add features to TxPROS that already exist in the system.

MCD will take the following steps to address this:

- Realignment of Oversize/Overweight Permits Section staff with an increased focus on processes that cannot be automated.
- TxPROS FAQs – will address features identified by participants as difficult, such as customer account management, the addition of suggested features, and other dislikes and suggestions.
- TxPROS Training – MCD will continue to offer free classroom and online training to customers.
- TxPROS Tips – MCD will use social media to highlight the various features available in TxPROS.
- TxPROS – Refine and expand online help system.
- TxPROS – Continue to make interface changes based on customer feedback.

MCD is currently addressing some items identified in questions 8a (what can be improved?) and 12 (additional features that would be useful), such as adding the ability to batch permit applications for multiple section manufactured housing and providing a reason why when the system is unable to generate a route on a given application. Many other items in the same questions were previously identified by internal users and customers though feedback and surveys and are currently on a list of enhancements to be addressed during future maintenance cycles. MCD has identified 84 such enhancements.

MCD has the option to integrate functionalities created by the vendor for other states at no cost.

Future TxPROS surveys will be conducted as needed. Questions regarding TxPROS will be incorporated into MCD's annual customer satisfaction survey.